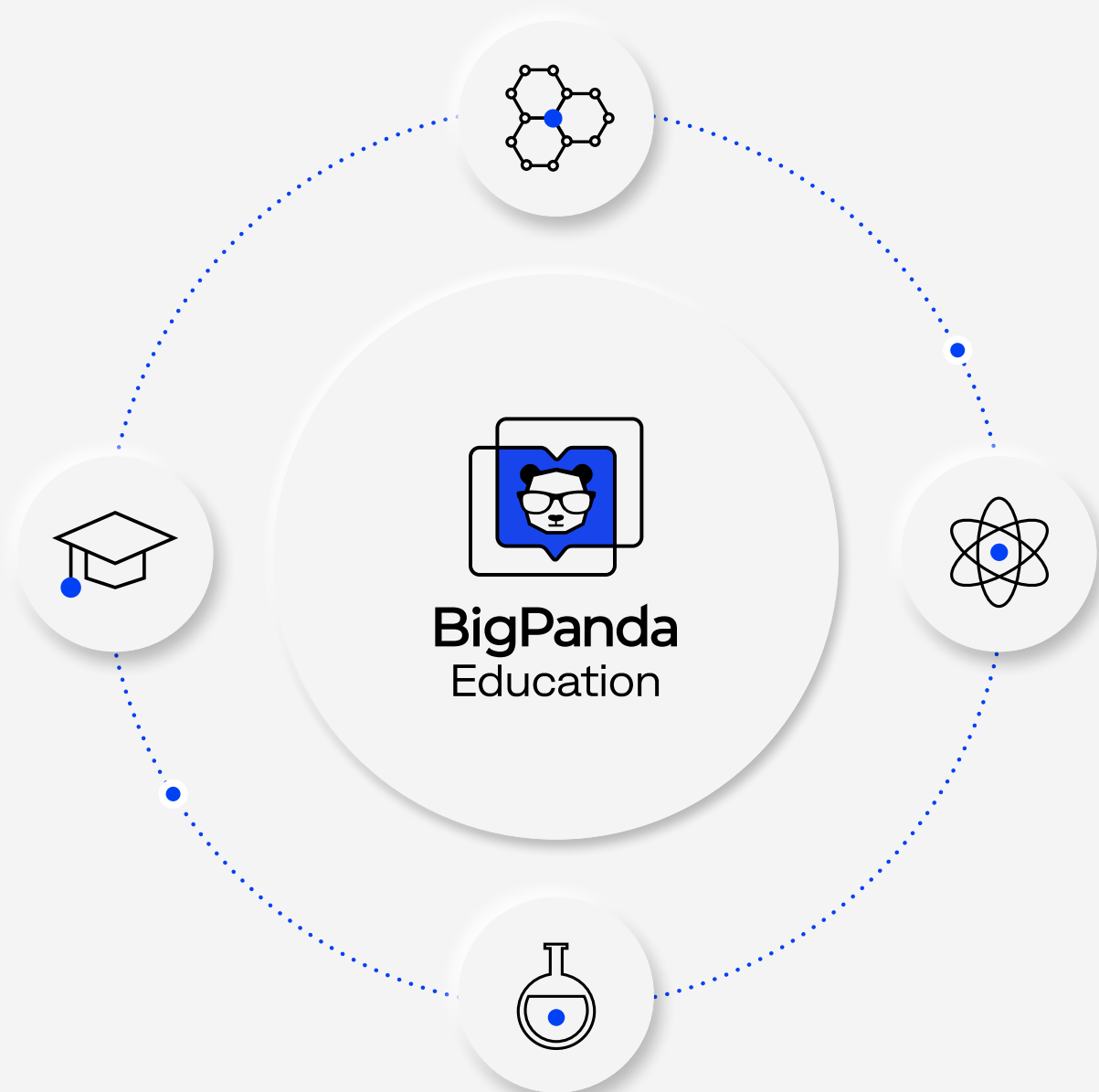


# BigPanda Education

## Prospectus





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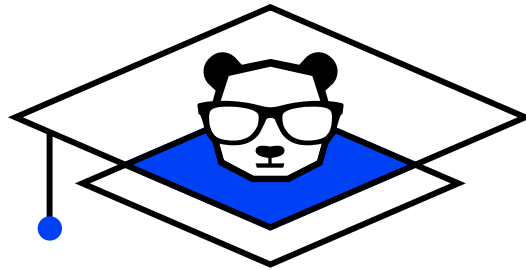
Welcome!

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# BigPanda University

## Welcome to BigPanda University: Elevate Your IT Operations!

Are you seeking to elevate your IT operations and harness the full potential of BigPanda's AIOps platform? Look no further. BigPanda University is your gateway to mastering AIOps. Our dynamic online learning platform is thoughtfully crafted to empower professionals like you with comprehensive training and certification opportunities.

### Why Choose BigPanda University?

- **Flexible Learning:** Our courses are meticulously designed for asynchronous learning, giving you the freedom to acquire knowledge at your own pace and convenience. Whether you're a seasoned IT expert or just starting, our courses cater to all skill levels.
- **Unparalleled Expertise:** BigPanda University is backed by a team of industry experts with deep knowledge of AIOps and IT operations. Learn from the best to become the best.



## What Will You Learn?

Our curriculum covers a vast spectrum of essential topics, including but not limited to:

- Mastering the BigPanda AIOps platform to enhance incident management.
- Proficiently identifying and troubleshooting root causes of incidents.
- Automating critical IT operations tasks to boost efficiency.
- Harnessing data analytics to make informed, data-driven decisions.
- And so much more!

## Certifications and Recognition:

BigPanda University proudly offers the exclusive, officially recognized BigPanda certifications. These certifications are your badge of excellence, validating your expertise in AIOps.

## Get Started Today



**BigPanda**  
Education

Embark on your journey to IT mastery by visiting our official website at [bigpanda.io/bigpanda-education](https://bigpanda.io/bigpanda-education). We're excited to have you join us in our commitment to advancing IT operations through knowledge and skill development.

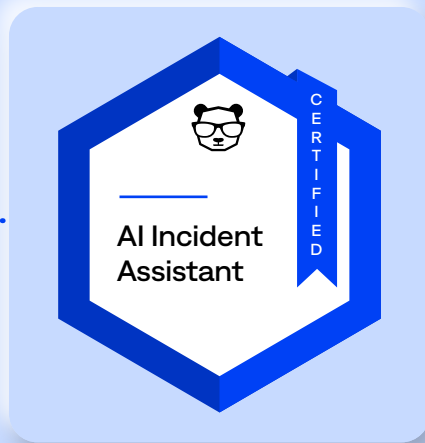
Start your transformative learning experience today with our BigPanda Education offerings, where excellence meets innovation.

Sincerely,

The BigPanda Education Team



# Certifications



## BigPanda AI Incident Assistant User

The Certified AI Incident Assistant User credential validates your ability to configure, manage, and operate BigPanda's AI Incident Assistant (Biggy) with confidence.

Holders of this certification demonstrate:

- Proficiency in deploying and maintaining Biggy's AI framework.
- Expertise in analyzing usage and workflow data for optimization.
- The ability to apply Biggy effectively across incident response, automation, and collaboration workflows.

Successful learners earn a Credly digital badge, recognizing their achievement and practical expertise in using AI to modernize incident management.

In order to complete this certification, you must complete the following courses:

Setup and Configuration 1 hr 30 min

Management 1 hr 30 min

Working with Biggy 1 hr 30 min



## BigPanda Operator

Elevate your proficiency in BigPanda console administration through this comprehensive certification course. Cultivate expertise in alert intelligence, incident analysis, root cause exploration, unified analytics, and more. Enhance your incident management prowess and acquire a prestigious certificate, attesting to your adeptness in BigPanda console administration.

Upon successful completion, you will earn a Certificate of Completion and an industry-recognized shareable Credly credential, showcasing your mastery of the BigPanda platform.

In order to complete this certification, you must complete the following courses:

AIOps foundations 1 hr 30 min

Working from BigPanda 1 hr 30 min

Normalization 30 min

Alert Enrichment 45 min

Correlation 35 min

Incident Enrichment & Classification 1 hr

ServiceNow and BigPanda | Integration Best Practices 1 hr 30 min

Continuous Improvement with Unified Analytics 1 hr

Advanced Insight Module 1 hr



## BigPanda Professional

Advance your expertise beyond the Operator level with the BigPanda Professional | Associate certificate. This comprehensive course goes beyond the basics, providing deep insights into configuring and managing the BigPanda platform for operators. Covering critical skills including alert intelligence, incident and root cause analysis, unified analytics, incident and alert triage, and BigPanda self service operations (Email Parser and Open Integration Manager), this program equips you with advanced proficiencies.

Upon successful completion, you will earn a Certificate of Completion and an industry-recognized shareable Credly credential, signifying your adeptness in efficiently orchestrating the BigPanda console and further optimizing IT operations for your organization.

In order to complete this certification, you must complete the following courses:

AIOps Foundations 1 hr 30 min

Working From BigPanda 1 hr 30 min

Monitoring Integrations 1 hr

Normalization 30 min

Alert Enrichment 45 min

Correlation 35 min

Topology 40 min

Incident Enrichment & Classification 1 hr

Continuous Improvement with Unified Analytics 1 hr

Unified Analytics for Administrators 1 hr

ServiceNow and BigPanda | Integration Best Practices 1 hr 30 min

Advanced Insight Module 1 hr



# Courses

## AI Incident Assistant: Setup and Configuration

Learn how to configure and customize BigPanda's AI Incident Assistant (Biggy) to fit your company's unique workflows. In this course, you'll explore how to connect data sources, enable action plans, manage integrations, and fine-tune settings that power Biggy's intelligence. By the end, you'll understand how Biggy learns from your environment, retrieves accurate data, and acts confidently within your incident ecosystem.

## AI Incident Assistant: Management

Master the analytics and management tools that help you measure adoption, optimize performance, and continuously improve your Biggy implementation. You'll explore key dashboards, including Usage Metrics, User Feedback, Workflow Executions, and Change Risk Analysis, gaining insight into how teams use Biggy, where efficiencies are emerging, and where refinement is needed.

## AI Incident Assistant: Working with Biggy

This course teaches you how to get real work done with Biggy. You'll practice issuing natural-language commands, retrieving ITSM records, generating executive reports, transcribing calls, and summarizing Slack or Teams channels. Learn how to use Biggy as your Assistant for troubleshooting, reporting, and collaboration, transforming incident management into a faster, smarter, and more connected experience.





## AIOps Foundations

AIOps is transforming IT operations by automating incident management and improving efficiency. In this course, you'll explore its history, key components, and real-world benefits. Learn how AIOps works, dispel common myths, and understand its role in modern IT environments.

## Working from BigPanda

Learn how to efficiently manage IT incidents with BigPanda. This course will guide you through logging in, interpreting incidents, taking action, and leveraging key features like Unified Search, the timeline, and topology tabs. Gain hands-on experience in triaging, investigating, and resolving incidents while exploring BigPanda's integrations and environments.

## ServiceNow and BigPanda | Integration Best Practices

Discover best practices for integrating BigPanda with ServiceNow to optimize incident management. This course covers ITIL standards, CMDB enrichment, maintenance windows, and the strategic use of incident and alert tags. Learn how to configure integrations effectively through real-world use cases and best practices.

## Advanced Insight Module

Unlock the power of BigPanda's Advanced Insights Module to transform complex incident data into clear, actionable insights. This course explores how generative AI and historical data analysis enhance incident impact assessment, helping your team respond faster and more effectively.



## Monitoring Integrations

Learn how monitoring integrations connect BigPanda with tools like Nagios, SolarWinds, and AppDynamics to centralize alert management. This course covers inbound integrations, incident interpretation, and when to use BigPanda environments, helping you optimize visibility and response across your IT ecosystem.

## Normalization

Ensure your monitoring data is structured, consistent, and actionable with BigPanda's normalization process. This course covers the differences between events, alerts, and incidents, the importance of data normalization, and how it enhances alert quality. Learn how standardization, cleansing, and enrichment improve incident management, ensuring seamless integration across diverse monitoring tools.

## Alert Enrichment

Enhance your incident management with alert enrichment in BigPanda. This course explores how event filtering, tag enrichment, and metadata addition transform raw event data into actionable insights. Learn the differences between Maintenance Plans and Matching Plans, how enrichment tags provide operational and topological context, and how to customize tag rules to streamline triage and troubleshooting.

## Topology

Understand how topology integrations enhance incident intelligence in BigPanda. This course covers the fundamentals of topology, how topology data is ingested from various tools, and how the topology tab links alert tags to provide deeper incident context. Learn to review related changes, identify root causes, and leverage the BigPanda Incident Intelligence service for improved troubleshooting.



## Correlation

Learn how BigPanda's correlation engine transforms alerts into actionable incidents. This course explores alert correlation, how to customize correlation pattern definitions, and when to refine them for better incident management. Gain hands-on experience in creating, editing, and managing correlation patterns to dynamically group related alerts based on system elements like source system, tags, and time windows.

## Incident Enrichment & Classification

Learn how incident enrichment and classification improve visibility and efficiency in BigPanda. This course explores the role of incident tags, how to customize them for your organization, and how incidents are grouped based on key properties like source and priority. Gain insights into automatic tagging and classification to streamline incident management and focus on the most critical issues.

## Change Integrations

Learn how BigPanda's change integrations centralize and enhance change data for better incident correlation. This course covers the Changes table, how normalized data is aggregated, and how suggested changes appear in the Incident Overview. Discover best practices for optimizing change payloads to improve BigPanda's Root Cause Changes (RCC) algorithm and ensure teams have the most relevant insights.

## Continuous Improvement with Unified Analytics

Unlock the power of Unified Analytics to continuously improve your monitoring and incident management processes. This course covers key use cases, the four tenets of Unified Analytics, and how to navigate dashboards to visualize trends and performance. Learn about data refresh rates, dashboard design, and how to leverage analytics for proactive monitoring and reduced MTTR.



## Unified Analytics for Administrators

Take your analytics skills to the next level with Unified Analytics for Administrators. This course explores advanced dashboard options, publishing techniques, and key performance indicators designed to measure IT operations trends. Learn how to create custom dashboards, leverage data models, and use formulas to generate insights that drive business value.

## BigPanda for Jira integration

Learn how to seamlessly integrate BigPanda with Jira to enhance incident management. This course will guide you through setting up the integration and configuring bi-directional sync, ensuring that incidents stay updated across both platforms in real-time.

## BigPanda AppDynamics Integration 2.0

Learn how to integrate AppDynamics with BigPanda to streamline event-driven actions and incident management. This course covers installation, configuration, and how the integration shares critical data via HTTP requests, ensuring seamless communication between both platforms.

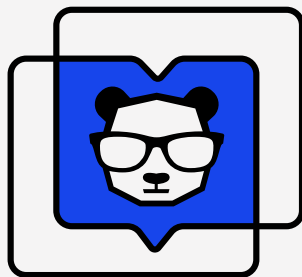
## Open Integration Manager and Email Parser

Discover how to leverage BigPanda's Open Integration Manager and Email Parser to create seamless, self-service integrations. This course provides an overview of their functionality, guiding you through customization, payload configuration, and intuitive integration building to enhance your incident management workflows.



Course	NOC Engineer	IT Operations Analyst	Incident Coordinator	Integration Engineer	ITSM Platform Owner	Analytics Reporter	AI/ops Platform Administrator	Head of NOC / Ops Lead
AI/ops Foundations	Core	Core	Core	Core	Core	Core	Core	Core
Working from BigPanda	Core	Core	Core	Core	Core	Core	Core	Core
Correlation	Core	Core	Rec.	Rec.	Optional	Optional	Core	Rec.
Incident Enrichment & Classification	Core	Core	Core	Rec.	Optional	Optional	Core	Rec.
Alert Enrichment	Rec.	Core	Core	Core	Optional	Optional	Core	Rec.
Normalization	Rec.	Rec.	Rec.	Core	Optional	Optional	Core	Optional
Topology	Rec.	Rec.	Rec.	Rec.	Optional	Optional	Core	Optional
Monitoring Integrations	Optional	Optional	Optional	Core	Rec.	Optional	Core	Optional
Change Integrations	Optional	Optional	Optional	Rec.	Core	Optional	Core	Optional
Open Integration Manager & Email Parser	Optional	Optional	Optional	Core	Rec.	Optional	Core	Optional
BigPanda AppDynamics Integration 2.0	Optional	Optional	Optional	Rec.	Optional	Optional	Rec.	Optional
BigPanda for Jira Integration	Optional	Optional	Rec.	Rec.	Optional	Optional	Rec.	Optional
ServiceNow and BigPanda Integration Best Practices	Optional	Optional	Rec.	Core	Core	Optional	Core	Rec.
AI Incident Assistant: Working with Biggy	Core	Core	Core	Optional	Core	Core	Core	Core
AI Incident Assistant: Management	Optional	Optional	Core	Optional	Core	Optional	Rec.	Core
AI Incident Assistant: Setup and Configuration	Optional	Optional	Optional	Rec.	Core	Optional	Core	Rec.
Unified Analytics for Admins	Optional	Optional	Optional	Optional	Core	Core	Core	Rec.
Advanced Insight Module	Optional	Rec.	Rec.	Optional	Optional	Core	Rec.	Core
Continuous Improvement with Unified Analytics	Optional	Rec.	Core	Optional	Optional	Core	Rec.	Core

\*Rec. = Recommended



# BigPanda Education

[bigpanda.io](https://bigpanda.io)